



Instructions for Taking a Guaranteed Ride Home

1. Individuals taking a ride MUST be pre-registered with the program in order to take a ride. You may NOT give your voucher to someone else. If co-workers will be riding in the vehicle with you, they must also be pre-registered with the program. An individual can register by obtaining a registration form from your employer contact or downloading a copy from the web site (www.grh.accma.ca.gov) and faxing in the signed and completed copy.
2. Make sure your "emergency" fits one of the appropriate categories, described in the program brochure. Please take the shortest ride possible. For example, if you missed your vanpool ride but can take BART home, please take a taxi to the BART station, rather than all the way home.
3. Decide whether you will take a taxi or rental car. Because it is more cost-effective for the program, we require as many people as possible to use a rental car. Please follow these guidelines:

Take a RENTAL CAR if: Your trip distance is 20 miles or more AND you meet all of the following criteria: a) You need a ride for reasons OTHER THAN personal illness or crisis; b) You are 21 years of age or older, able to drive, feel comfortable driving, and have a valid California driver's license; c) You are requesting a ride during Enterprise business hours (M-F 7:30 am-6:00 pm; Sat. 9 am-12 noon); and d) You will be able to meet the vehicle return requirements (by 9:30 am the next morning, including Saturday).

Take a TAXI if: Your trip distance is less than 20 miles OR you do not meet the rental car criteria above.

4. Follow the instructions for the appropriate service provider. See below for taxi instructions. See reverse side for rental car instructions.

For Taking a Taxi...

- Call the service provider appropriate to your WORK LOCATION, listed below:
 - **Dublin, Livermore or Pleasanton:** Tri City Cab (925) 556-0555
 - **Albany, Berkeley, Oakland, Piedmont, Emeryville, Alameda, San Leandro or unincorporated Alameda County:** Friendly Cab (510) 536-3000
 - **Fremont, Newark, Union City, Hayward, or Castro Valley:** NetCab (408) 941-9900
 - **For wheelchair accessible rides**, call FriendlyCab (510) 536-3000 and specify that you need a wheelchair accessible vehicle
- Inform the dispatcher that this is a Guaranteed Ride Home call. To ensure the quickest response time possible, call to arrange your ride as soon as you know you will need one.
- Fill out the employee section of the voucher. Give the voucher to the driver at the beginning of the ride.
- At the end of the ride, ask the driver to fill out his/her portion of the voucher. Check that the information is accurate. Sign your section of the voucher and retain the pink copy of the voucher.
- ***You are responsible for tipping the driver (10-15% is customary).***
- Fill out the green Ride Follow-up Questionnaire and mail or fax the pink copy of your voucher along with the completed questionnaire to the address at the bottom of these instructions. Use the envelope provided.*

For Renting a Car...

- Call 1-800-RENT-A-CAR. Your call will be automatically routed to the closest Enterprise Rent-A-Car office (cell phone calls will be routed to a main number). Inform the agent that this is an Alameda County Guaranteed Ride Home call and provide the customer # **23J1190**.
- You must call before 5 pm to ensure that you will receive a vehicle. It is best to call as soon as you know you will need a ride to arrange for a drop-off time. An Enterprise agent will drop off the vehicle at your worksite within 30 minutes (or as arranged with Enterprise) and pick it up by 9:30 am the following morning.
- You will be asked to provide a valid California driver's license showing that you are 21 years of age or older and to sign a rental agreement. Insurance is included in the cost of the vehicle.
- Complete the employee section of the voucher. Give the voucher to the Enterprise agent at the time you receive your vehicle. After the agent fills out the service provider section of the voucher, retain the pink copy of the voucher.
- ***You are required to pay for the gas in the vehicle and to return the vehicle with the tank filled to the same level as when the vehicle was issued.***
- Return the car to the worksite the following morning and call the Enterprise branch before 9:30 am to arrange for pick-up. If you are prevented from returning the car by 9:30 am, call the Enterprise branch to make arrangements.
- Fill out the green Ride Follow-up Questionnaire and mail or fax the pink copy of your voucher along with the completed questionnaire to the address at the bottom of these instructions. Use the envelope provided.*

Rental Car Restrictions: Upgrades are **not** allowed. For Friday trips, the vehicle must be returned to the workplace Saturday morning and may not be kept for the weekend. In limited cases, Enterprise may allow you to return the vehicle to a different location than the worksite. Call the Enterprise branch to make arrangements. Charges beyond one day will be your responsibility and must be arranged with Enterprise on a separate contract.

5. Mail or fax in the pink copy of your voucher along with your completed green questionnaire to: (use the envelope provided)

**Alameda County CMA Guaranteed Ride Home Program
c/o Nelson\Nygaard
785 Market Street, Suite 1300
San Francisco, CA 94103
Fax: (415) 284-1554**

* You must return the pink copy of your voucher and the completed questionnaire in order to receive your next voucher and to remain in the program.

If you have any questions, please call the Guaranteed Ride Home Hotline:

(510) 433-0320